



September 23, 2011

**VIA ECFS AND EMAIL**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

Attention: Consumer and Governmental Affairs Bureau

Re: Notification of Service Interruption, *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51

To Whom This May Concern:

Pursuant to 47 C.F.R. §64.606(h)(3) of the Commission's rules, as amended, Snap Telecommunications, Inc., (Snap!VRS) hereby notifies the Commission's Consumer and Governmental Affairs Bureau of an unforeseen service interruption that has been quickly resolved, as described below.

On September 18th at 9:24 pm EDT, a mobile VRS problem occurred that was not reported to Snap!VRS technical services until September 19th at 10:45 am EDT. This impacted a very small number of customers who were unable to use this particular application to place or receive VRS calls. All other calls engaged in by the vast majority of customers, including those who dialed around, were handled without incident. This issue had never happened before and was quickly resolved September 19th at 10:55 am EDT by initiating a system process restart command for this application. At the same time, a monitoring alarm was put in place to ensure timely notification of technical personnel in the event of recurrence. Notifications will be placed on the Snap!VRS website informing customers of service interruptions in a timely manner, with resolutions for each.

Please feel free to contact me for additional information regarding the above.

Sincerely,

/s/

Nancy J. Bloch  
Chief Regulatory Liaison and Advisor  
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cc: Thomas W. Kielty, President and Chief Executive Officer  
Steph Buell, Chief Compliance Officer  
Joel Guerin, Chief, Consumer and Governmental Affairs Bureau (via email)  
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